

Library Year in Review 2017



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

OUR VISION

We will be acclaimed for our expertise
and collaboration in supporting
esteemed research and scholarship, and
for transforming the way people discover
and engage with information.

OUR PURPOSE

We believe that the UOW community
deserves convenient access to
resources, expertise, and client-centred
environments that inspire them to excel
in their academic endeavour.

20 Year in

DIRECTOR'S INTRODUCTION 01

INSPIRING LEARNING SPACES 03

MAKING IT EASIER TO FIND CONTENT 11

MAXIMISING RESEARCH VISIBILITY 25

**DEFINING NEW CAPABILITIES FOR A
DIGITALLY-ENABLED LEARNING AND
SERVICE ENVIRONMENT** 29

PEOPLE AND CULTURE 35

17 Review



Introduction

Much of our efforts were focussed on transforming how students and staff discover and engage with information and knowledge. The MakerSpace is a triumph – with its 3D printers, laser cutter, VR booth, media software applications (and much more); it is a technology-rich, action oriented learning space. Students from all disciplines now have a space that allows them to develop their creativity and problem-solving skills, a space to foster collaborations and entrepreneurship.

Responding to persistent feedback, 24/7 access to learning spaces was piloted and deemed a success. Student's use and testimonials sent a strong message on the benefit of being able to learn and study around the clock.

Library Portfolios were reviewed and reshaped to comprise: Learning and Engagement, Collections and Scholarly Content, and IT and Infrastructure. New roles were established to progress digital literacies, digital content strategy and coordination of the MakerSpace. These are early milestones of our investment in being future-ready.



Margie Janiti
Director Library Services
University of Wollongong

INSPIRING LEARNING SPACES

EXPLORE, CREATE, INNOVATE

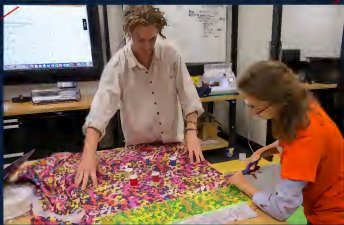
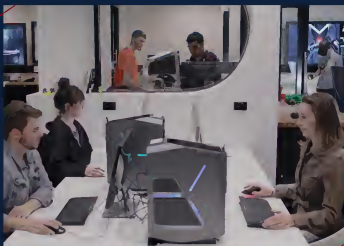
The MakerSpace officially opened on May 15, offering students a technology-rich, creative environment to innovate, invent and share their knowledge outside of formal study channels in a discipline agnostic setting.

The MakerSpace is fitted out with cutting-edge tools and equipment, including 3D printers, soldering irons, virtual reality headsets, GoPros, digital recording equipment, laser cutters and top-of-the-line sewing machines.

Students can also explore digital production with access to graphic design, photography, video, music and games, including coding software.

“The MakerSpace is the best place to get first hands-on experience with these types of machines... Students will be referred on to more advanced technologies as their interest and focus becomes more specialised.”

Nathan Riggall, Maker/MediaSpace Coordinator





As a supported space to explore new technologies, MakerSpace programs include: training workshops and safety inductions, as well as creative classes and competitions that engage students on a daily basis.

Over 400 students have been inducted to safely use the equipment in the space, and a total of 35,000 visits were recorded in the first year of operation.

“I have used the UOW MakerSpace to help prototype designs for patient positioning and holding radiation detectors.”

Jason Paine via Facebook 2017

The MakerSpace is funded by the Student Amenities Fee (SAF) and was part of Phase I of the new Informal Learning Spaces project on the Ground Floor of the Wollongong Campus Library.

GETTING IN THE ZONE

Phase II of the Informal Learning Spaces project focused on redefining learning zones.

“As a recognised and vital hub for learning, it is essential that the physical Library space is rethought and refreshed to meet changing models for learning.”

Margie Jaantti, Director Library Services

The plans for Phase II included optimising the floor-to-ceiling feature windows for natural light and connection with the campus's lush greenery. They also included more diverse and flexible activity zones for individual and collaborative study, integrated and wireless technologies and the development of a more appealing environment for students moving through the space.

MEETING CLIENT NEEDS - 24/7

Fulfilling a commitment to providing a living campus experience that is not time dependent, a 24/7 study space pilot was initiated. Persistent feedback from students underscored the desire for round the clock access to Library study spaces.

“The 24/7 hours is brilliant, I can actually keep working past ten without having to stop in a productive environment.”

feedback@uow.edu.au June 2017

The pilot, a collaboration between the Library and Information Management and Technology Services (IMTS), provided students access to informal learning areas, individual and group study desks, quiet zones, and a kitchenette. A safe environment was assured with Security Attendants assigned to the space.



"24/7 hours for the library is amazing! I have stayed until 1.30am being the most productive I have ever been."

feedback@uow.edu.au June 2017

 [University of Wollongong](#)

Thank you @UOW_Library for providing us 24/7 building access during exams. It helped us a lot. #TwentyFourSeven@LibraryAccess 🙌



MAKING IT
EASIER TO
FIND AND
USE CONTENT



TARGETING CONTENT STRATEGY

A Content Management System (CMS) is a program that allows the creation and configuration of content on a website, and is an integral part of good content strategy. With a new CMS being implemented in the near future, auditing our webpages revealed opportunities to remove outdated pages and consolidate content, resulting in a 50% decrease in the number of webpages.

“Content strategy guides your plans for the creation, delivery and governance of your content.”

Content Strategy for the Web by Kristina Halvorson & Melissa Rach

Only the best content will be migrated to the new CMS and students will find it easier to navigate the website for information.

Content strategy has become a habitual part of the content production process across the Library, with a focus on best practices and improving the client experience in an online-first environment.

STREAMLINING AND REFINING DISCOVERY LAYERS

The Library online discovery layer, SEARCH, includes the results for over 90,000 online journals and over 450,000 books across 200 databases. Search optimisation, therefore, is paramount.

SEARCH has undergone updates resulting in better access to the range of resources available and allows clients to search and refine their results seamlessly.

“There has been a significant drop in clients seeking help with using SEARCH, suggesting our clients’ experiences have vastly improved thanks to these updates.”

Brian Cox, Manager Resources

PUBLISHING ARCHIVES ONLINE

The launch of Archives Online in October marked the culmination of a project to improve access to research and historical collections held by the University Archives.

Archives Online is based on the New Zealand Micrographics' 'Recollect' platform that enables access to digital resources across a range of formats.

The Archives Online collection contains 3,600 digitised items including 814 journals, 1,628 photographs, 73 artworks, 263 letters and much more.

“The Recollect platform enables individuals to explore UOW’s unique archival collections according to preferences. Clients can browse diverse pathways to unearth linked content, search for known items, or drill down into the detail to study digital objects in depth.”

Rebecca Daly, Associate Director Collections and Scholarly Communications

The platform also encourages users to contribute their own stories, tags and recollections about people, places and things in the online collections. Engagement with the community ensures the University Archives continues to be a strong source of historical content for the Illawarra region.

“That connectivity hasn’t really been possible but now it can happen more serendipitously. And inspiring people’s curiosity is part of the job of Archives Online.”

Grant White, Manager Archives

Archives Online is still growing, as more material relating to the development of the Illawarra, and the University, is digitised and made available for open access.

TOP FIVE COLLECTIONS

- 1. Cochrane Papua New Guinea Collection**
- 2. Tertangala**
- 3. William George Agate World War 1 Collection**
- 4. The Pringle Album**
- 5. William J. Harris, Broken Hill Postcards**

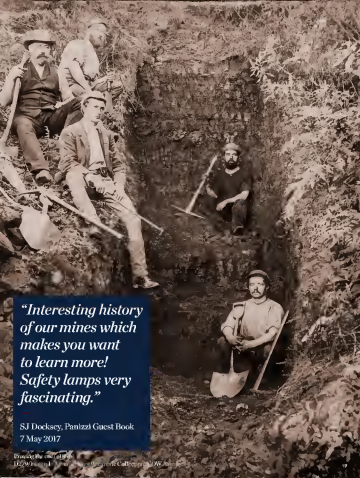
EXHIBITIONS

MINING THE LANDSCAPE: COAL IN THE ILLAWARRA

6 February – 14 May

This exhibition presented archival material relating to significant local history around the coal mining industry and coincided with Wollongong's annual Coal Operators Conference.

Exhibitions Coordinator, Phillippa Webb, drew on extensive content held in UOW Archives Collections to curate the exhibition content and included additional objects on loan from the Illawarra Historical Society.



*"Interesting history
of our mines which
makes you want
to learn more!
Safety lamps very
fascinating."*

SJ Docksey, Pantazzi Guest Book
7 May 2017

A key item of interest in the Mining the Landscape exhibition was *Exhibit No. 26*, a map presented in evidence for the 1903 Royal Commission into the Mount Kembla Colliery disaster on 31 July 1902.

Also featured were images from the recently acquired Henry Arthur Pringle Album, part of UOW Archives' Becarevic Collection which consists of rare historical photographs of the Illawarra from the 1880s and 1890s.

Two events were held in conjunction with the exhibition, *Connections and Recollections* with Mr Ray Tollhurst and *Industrial Foundations*, a panel discussion with UOW mining and history academics, exploring UOW's significant connections with local mining industry.

“This exhibition was a highly valuable piece of work, providing a solid background for anyone interested in the future of mining in the Illawarra.”

Ray Tollhurst

UOW Honorary Principal Fellow

Mining Engineering and Deputy Chair Illawarra AusIMM



*"Good explanation
and impressive!"*

Jonathan Chaing, Panizzi Guest
Book 7 May 2017

CARING FOR THE INCARCERATED

17 July – 10 September

This exhibition showcased research examining key moments from the last 200 years of NSW prison medical services. It was a joint project between the University of Wollongong and the Justice Health and Forensic Mental Health Network, with support from the UOW Global Challenges Program and Science Medicine and Health Faculty (SMAH).

Curated by researchers Associate Professor Louella McCarthy and Dr Kath Weston, the exhibition displayed findings on historical drivers for change in prison health care and included objects on loan from various penal museums and institutions.

The display was then developed into a travelling exhibition.



WINDOWS INTO WARTIME

17 July – 10 September

This State Archives NSW travelling exhibition was produced for the Centenary of ANZAC to commemorate the 100 year anniversary of the First World War.

The exhibition was officially launched by curator Dr Penny Stannard and the State Archives and Records Authority of NSW Director, Mr Geoff Hinchcliffe, and featured a selection of images produced by the NSW Government Printing Office Photographic branch during and immediately after the Great War.

“You can see the emotion on people’s faces – cries of sadness, stoicism, excitement – you can see the fashions of the day, the composition of the crowds...”

Dr Jen Roberts, Lecturer School of Humanities and Social Inquiry

An abridged, online, version of the exhibition is now available.



General Sir John Dill, Commander-in-Chief, British Forces in the Middle East, stands on the wooden platform under the striped tent during the opening ceremony of the British Forces in the Middle East, 1941.

MAXIMISING RESEARCH VISIBILITY

STRENGTHENING IDENTITY WITH ORCID

The ORCID (Open Researcher and Contributor Identification) initiative was launched across the University to boost research visibility and success. An ORCID iD is a globally-recognised, unique number for researchers that connects their research identity to their outputs, such as publications.

Making the research more visible and the authors easier to identify helps when: applying for grants, being attributed correctly in publications, and eliminating confusion when two or more researchers share the same name.

The ORCID roll out was a collaborative project led by the Library and Research Services Office. The initiative resulted in a significant increase in research staff registering for an ORCID, rising from 8% to 65%.

“I’d definitely recommend it to researchers as a key thing they can do to make sure that their identity is secure and the integrity of their publications is protected.”

Professor Chris Gibson, head of UOW’s Global Challenges program

AUTOMATING PUBLICATIONS MANAGEMENT

A project group with representatives from faculties, IMTS, Research Services Office and the Library investigated replacement options for UOW's Research Information System (RIS) – a database software that captures, tracks and manages UOW research publications.

“After extensive research we recommended a system offering advanced automation processes and reporting tools, that would also integrate with UOW Scholars and researcher ORCID identifiers.”

Rebecca Daly, Associate Director Collections & Scholarly Communications

Once implemented, academics using the new publication management system will experience a user-friendly, accessible platform that's optimised to increase the scope, efficiency and accuracy of UOW publication data collection.

Plans for integrating and implementing the new system will commence in 2018.

INCREASING ACCESS TO KNOWLEDGE

Our open access digital archive, Research Online (RO), continues to promote UOW's scholarly output.

RESEARCH ONLINE 2017



2.9 million
full text downloads



6,100
New works posted



235 countries
Global Reach

DEFINING NEW CAPABILITIES

FOR A DIGITALLY-ENABLED
LEARNING AND SERVICE
ENVIRONMENT

DIGITAL LEARNING OBJECTS

Digital learning objects (online media and interactive content designed to develop students' academic skills) enables us to support our students' learning at point-of-need.

The objects are developed from best practice research and client feedback, and cover a range of topics for users with all levels of digital literacies.

One of the most successful of these digital learning objects is the Guide on the Side (GotS) tutorial. GotS is an open-source software developed by the University of Arizona. It opens a side panel for the tutorial so the user can follow the instructions alongside their current internet window, encouraging active learning and allowing the user to complete and revisit the tutorial as many times as they need to.

Tutorials like GotS allow for flexible and blended teaching options that focus on new ways to deliver information literacy.

“Thank you for this great tutorial, as a first year undergraduate this has helped take some of the mystery out of how to source information.”

GotS feedback mechanism, 12.45pm 17 February 2017

DEVELOPING DIGITAL STRATEGY

“Graduates in the future will need to be ethical, mobile, highly technologically literate and able to work in multicultural settings.”

UOW 2016–2020 Strategic Plan

We recognise the importance of digital literacies for students and staff, and enable proficiency through dedicated digital literacy programs, both online and in person. A Digital Literacies Student Framework was initiated during the year. Closely referencing work done by Jisc in the UK, the framework outlines six digital literacy areas with associated skills and behaviours at ‘developing’, ‘proficient’, and ‘expert’ levels.

Programs include Manage Use Create, a series of online modules that equip students for living, learning and working in an increasingly digital world.

“It was a wonderful moment at the workshop. My understanding in using software for presentations has improved as this will also help me in completing my assessments. Thanks to UOW.”

Student feedback from How to Use Prezi Workshop, 13 April 2017

STARTING SMARTER

StartSmart is an online program to guide new students in what is expected of them in an academic environment, for example, avoiding plagiarism and correctly referencing texts.

This year's StartSmart program expanded to include all commencing coursework students, from undergraduate right through to Masters by Coursework.

Staff from the Library, Learning Development and Academic Quality and Standards Units also collaborated to remove potential engagement barriers for students, and create a positive learning experience in line with the Library's strategic goal to optimise the digitally-enabled learning and service environment. They reduced the number of quiz questions, provided formative feedback against each question, and added the functionality for students to be able to change their answers in response to this feedback as they progress.

“Students can now check each answer as they progress and use that feedback to enhance their learning.”

Kristy Newton, Digital Literacies Coordinator

LAUNCHING LIVECHAT

The LiveChat service, launched in February, provides assistance to clients in real-time. Aligned to our commitment to providing a digitally-enabled service environment, LiveChat allows our clients to conveniently ask questions and get timely assistance from 9am–5pm (AEST) on weekdays, regardless of their location.

“Great support, especially useful as I am a distance student.”

LiveChat response
UOW postgraduate student
4:31pm 27 September 2017

Over 1,200 clients have received help via the LiveChat service with over 86% of clients rating the service as ‘good’ or ‘excellent’.

Clients can also independently search the online Q&A Knowledge Base for open access to helpful information after hours, effectively providing 24-hour support to our students.

A portrait of Georgina Konstanta, a woman with shoulder-length brown hair, smiling. In the background, a computer monitor is visible, displaying a blue and white interface.

"The LiveChat service integrates to a complementary Q&A Knowledge Base that students can be directed to, straight from their chat conversation, for seamless and convenient service."

Georgina Konstanta, Team Leader Client Services

PEOPLE AND CULTURE

REFRAMING TO BE FUTURE READY

The Liaison Services team was reframed to strengthen relationships with academics, develop stronger subject knowledge and provide research services for Research Engagement and Impact. This resulted in one team distinguished by two streams:

1. The Subject Specialists who develop strong functional relationships across school, faculty and other professional teams
2. The Learning & Engagement Librarians who deliver sustainable, relevant and technologically-enriched tools, programs and resources across a range of disciplines and cohorts.

“A strong focus of the reframe was also how best to develop a suite of services and resources that can be embedded for our clients at point-of-need. The reframe aimed to be flexible and to change as the University changes, to ensure we are providing the best services for all our clients.”

PROFESSIONAL DEVELOPMENT

Digital dexterity is integral to our commitment to providing enhanced support to students and staff, to allow them to thrive in a technologically-enabled learning space.

Phase I introduced Library staff to the basics of digital literacy with the '8 Elements of Digital Literacy' workshop, 90% of staff reported an increased level of digital literacy at the end of the Phase I program.

Staff were encouraged to contribute to the operation of the new MakerSpace. Nine staff completed training in using the MakerSpace technology, including 3D printers, laser cutters and carving machines.

“Being a MakerSpace assistant was an enriching experience. I upskilled in new technologies and benefited from knowledge sharing with students. These interactions helped inform my work as a digital learning and content developer.”

Courtney Shalavin, Digital Learning & Content Developer

2017 PRESENTATIONS

Abel, Rob; Brown, Malcolm; Jantti, Margie; Nackerud, Shane; Oakleaf, Megan (2017) 'Closing the Data Gap: Integrating Library Data into Institutional Learning Analytics', EDUCAUSE Conference, Philadelphia, PA, USA 31 October – 3 November 2017

Jantti, Margie (2017) 'The Multiplier Effect', The First Annual Meeting of Guanglong-Hong Kong-Macau University Library Alliance (GHMULA) and Forum on "Inter-regional Library Alliances: Best Practice and Future Development", Macau, 13th December 2017.

Lidden, Laura & Zografos Nick (2017) 'What have we Got\$ here? New ways for delivering Information Literacy at the University of Wollongong Library', EdTechPostum, Canberra, 20–31 October 2017.

McKenzie, Clare (2017) 'International Librarians Network', Keynote Speaker, ALIA New Librarians Symposium 8, Canberra, 23–25 June 2017

RECOGNISING OUR PEOPLE



INDIVIDUAL AWARD

Amy Hardy, Learning & Engagement Librarian



TEAM AWARD

Compositus Project: Susan Jones & Cathy Mosser



LIBRARY EXECUTIVE TEAM (LET) AWARD

Recollect Implementation Group:
Noel Broadhurst, Grant White, Nadine Clark,
Clare McKenzie, Michael Organ, Clare Job,
& Stephanie Drummond.



VICE-CHANCELLOR'S 25 YEARS SERVICE AWARD

Donna Dee, Manager Workforce Planning
& Development,
& Sandra Weston, Metadata Officer

COMMUNITY ENGAGEMENT

Library fundraising efforts resulted in a donation of \$1,200 to headspace, an organisation supporting 12–25 year olds through the National Youth Mental Health Foundation.

Our community engagement initiatives included the Red Cross Clothing Drive, Wrap With Love and The Smith Family Christmas Appeal.

We also contributed to the 5000 Poppies campaign. This resulted in 150 knitted and crocheted poppies making their way to the Australian War Memorial, as part of the RSL's Poppy Appeal for the Centenary of Anzac installation in 2018.

“It was humbling to contribute to the project, which shows support for those who have served, past and present.”

Kyra Thomsen, Web Content Editor



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